




FORMAL COMMUNICATION

TO: Regional Workforce Boards
Regional Operators
Indianapolis Private Industry Council
Directors of Operations for Northern & Southern Indiana
All WorkOne Managers
All WorkOne Staff

FROM: Dale Wengler 
Deputy Commissioner of Policy and Field Operations

DATE: March 31, 2008

**Technical Assistance Bulletin
TAB 2007-11
Clarification of the Co-Enrollment Process
and Initial Service Planning**

Purpose

To provide clarification of the co-enrollment process in all WorkOne locations to ensure all customers are being given the right to know their skills, improve their skills and find the best job possible with their skills. In addition, to provide assistance in the "Customer Flow" section of the Department's Policy 2007-20 in order for the Regions to become compliant with the July 1, 2008 deadline for demand-driven, skill-based, integrated service delivery.

Content

The Department requires co-enrollment in the WIA adult performance pool as early in the customer flow model as possible, thereby increasing the number of customers receiving skill improvement and training opportunities. When eligibility permits, *every* customer must be co-enrolled in *all* qualifying programs. This includes those that are job attached, job ready, and those that just want to "file for unemployment." All procedures in the regions' customer flow models should focus on enrolling as many customers as possible into all eligible programs to increase the number of quality skill improvement, training and job matching services WorkOne offers.

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An Economic Development Partner

When a customer enters any WorkOne location, they should be greeted immediately by a member of the Welcome Team. This staff person will collect the 10 data elements (i.e., not a *full* TrackOne application) and have the customer take a short, staff-assisted initial skills assessment. This initial skills assessment is a standard first visit protocol. The test should not consume a significant amount of time.¹ It should not be a “comprehensive, intensive” assessment, but a simple assessment of the customer’s basic skill levels. It must not be done, however, through self-attestation. It must be validated and non-discriminatory.

After the initial skills assessment and relevant data have been gathered, the customer will have received a “staff assisted assessment” as defined in USDOL TEGL 17-05. Consequently, the customer *must* be enrolled in the WIA Adult Program since they have received a “core-staff assisted service”² and will be included in the calculation of WIA adult performance.

When the Welcome Team member has reviewed the assessment, collected the applicable data, and has conversed with the customer regarding any other employment or training related questions, a referral can be made to either the Skills Functional Unit, Employment Functional Unit or directly to services for a specific product.³ When it becomes evident that a customer is in need of more intensive services, further data collection and eligibility requirements are required in order to provide short-term, prevocational services or occupational training.⁴ At this point, a more comprehensive skills assessment may be provided to the customer (if necessary, depending on the type of skill or training needed).⁵ After the staff reviews any comprehensive assessment, the appropriate skill improvement product is recommended to the customer. After the customer is offered the appropriate skill improvement and/or occupational training, the customer is provided job matching services through the Department’s new labor exchange system, IndianaCareerConnect.com.

¹ Anything longer than 20 minutes will typically overwhelm the client and the staff.

² See TEGL 17-05, pg. 29 ¶ 2 “Clarification of Significant Staff Involvement” Significant staff involvement is fundamental to determining if a participant will be considered in performance calculations. The critical distinction is determining when a participant has received a level of service that requires significant staff involvement. Significant staff involvement in a workforce investment setting is any assistance provided by staff beyond the informational activities described above regardless of the length of time involved in providing such assistance. Significant staff involvement includes a staff member’s assessment of a participant’s skills, education, or career objectives in order to achieve any of the following:

- Assist participants in deciding on appropriate next steps in the search for employment, training, and related services including job referral;
- Assist participants in assessing their personal barriers to employment; or
- Assist participants in accessing other related services necessary to enhance their employability and individual employment related needs.

A participant who receives this level of service has received a service that involves a significant level of staff involvement; therefore, this participant would be included in the performance measures calculation.

³ In certain situations, it may become obvious that a customer needs a certain product immediately. This would include a customer who clearly lacks basic computer literacy skills (as evident through difficulty with the assessment). This Welcome Team member could directly refer this customer to the relevant product offering in that area.

⁴ These requirements are forthcoming in a future eligibility/data collection and validation policy.

⁵ In many cases, the customer may not need to take a comprehensive assessment when they are only receiving an “intensive” service. These would include, but is not limited to, the following: Microsoft Office training, math improvement, ESL, etc.

All customers who receive any services through WorkOne offices are to be registered in IndianaCareerConnect.com. They are to be registered into IndianaCareerConnect only after they have received an initial skills assessment and an initial service plan, which must include the opportunity for skill improvement. Services may include advice and counseling, referral to job search workshops, resume preparation, job search registration, etc. These services are to continue until the customer has entered employment.

It should be noted that ***every customer that needs a job needs skill improvement and every customer that needs skill improvement needs a job.***⁶ Customers have the right to access ***both*** the skills and employment functions and products of all WorkOne locations. DWD's Regional Integration Policy (2007-20; #8) requires that all WorkOne locations "offer robust, innovative, and integrated products lines" that include both employment and skill development products. Customers have the right to access both.

Every customer should be offered and encouraged to access the WorkOne skill development opportunities every time they visit a WorkOne. Even those customers with high wage and high demand skills have a right to raise themselves up an additional level. Every customer must be provided access to the various products WorkOne offers regardless of skill level or the team providing the services. For example, a person being served by the employment team should still have access to the skill-development products offered at the WorkOne. This access to products must be possible from all teams.

Every staff member should be trained to serve customers within both the employment and skill functions of WorkOne, and (when needed) to serve customers promptly in the Welcome function. This reduces the amount of "hand over" and in-office referral that often frustrates and confuses customers. Although staff may be assigned to a "team", all staff are on the WorkOne team.

By moving our customers through a system that both assesses and improves our customers' skills in an efficient and streamlined manner, WorkOne will provide real skill improvements and job matching services to advance the workforce in Indiana.

⁶ Although some customers may ***choose*** not to utilize WorkOne's skill improvement products, all staff should actively promote these products. Staff should ***never*** make this decision for the customer.

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